



Morningside Center for Teaching Social Responsibility

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Peacemaking 101

1. Slow down the action. Before reacting, take a deep breath, count to 10, or remove yourself from the situation so you can collect yourself.
2. Listen well—don't interrupt the other person.
3. Give the other person the benefit of the doubt. You may not agree with the person, but try to understand where he or she is coming from.
4. Acknowledge the other person's feelings—let them know you're listening.
5. Be strong without being mean—express your needs and your point of view forcefully, but without dissing the other person.
6. Try to see a conflict as a problem to be solved rather than a contest to be won.
7. Set your sights on a “win-win” solution” in which both parties get what they want and come away happy.
8. If you don't seem to be getting anywhere, ask for help.
9. Remember that conflict, handled well, is an opportunity for personal growth and better relationships. Hearing others' views is a great way to introduce yourself to new ideas and increase your understanding of yourself and others.
10. The heroes and heroines our world needs most are those with the courage and intelligence to handle conflict in creative, nonviolent ways.

“If we are to teach real peace in this world, and if we are to carry on a real war against war, we shall have to begin with the children.” —Mahatma Gandhi